



Resolution

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March 2025
FOI_7081

The following information was requested on 4 March 2025:

I am writing to obtain the following information under the freedom of information act. Please provide the following information for the 2022-23 and 2023-24 financial years:

- 1. The total income your organisation received from the government in each year.*
- 2. Your organisation's total expenditure in each year.*
- 3. Your organisation's total staff headcount in each year.*
- 4. The year in which your organisation was originally founded*

For the purposes of this FOI, income from the government refers to all income you received from the UK government. This is most likely in the form of government grants but could also be through other mechanisms.

Total expenditure refers to the total amount of money your organisation spent in each financial year. If this is not available, please provide net expenditure and identify it as such.

Your organisation's headcount refers to the total number of staff employed during each financial year. If a total headcount is not available, please provide the full-time equivalent figure and identify it as such.

The year in which your organisation was founded refers to the initial founding of the organisation rather than a name change. Please provide the earliest possible date for this.

Finally, I have included a table below to format answers, please feel free to use if it makes the response easier:

Question	Answer
Total taxpayer funding	
Total expenditure	
Full headcount	
Organisation's founding	

Our Response

NHS Resolution is an arm's-length body of the Department of Health and Social Care. We provide expertise to the NHS on resolving concerns and disputes fairly, sharing learning for improvement and preserving resources for patient care. For more information about the work of NHS Resolution please visit our website here: [About - NHS Resolution](#)

The information requested is available in our published annual report and accounts. Please see: [Corporate reports and publications - NHS Resolution](#)

For ease of reference, we have inserted the answers in the table below.

<i>Question</i>	Answer for 2022/23	Answer for 2023/24
<i>1. The total income your organisation received from the government in each year.</i>	2,788.3 NHS members contributed £2,490.1m in income as part of indemnity scheme membership, and total funding from DHSC was £297.2m. Additionally, generated £1.0m of income to cover the cost of delivering Advice services not stated as free to customers outside of England.	2,994.2 NHS members contributed £2,724.7m in income as part of indemnity scheme membership, and total funding from DHSC was £268.6m. Additionally, generated £0.9m of income to cover the cost of delivering Advice services not stated as free to customers outside of England.
<i>2. Your organisation's total expenditure in each year.</i>	2,743.0 Of which, £2,690.9m relates to indemnity scheme payments and £52.1m relates to administration costs.	2,930.0 Of which, £2,871.1m relates to indemnity scheme payments and £58.9m relates to administration costs
<i>3. Your organisation's total staff headcount in each year.</i>	578 This is the average FTE of staff throughout the financial year	680 This is the average FTE of staff throughout the financial year
<i>4. The year in which your organisation was originally founded</i>	1995	1995

This concludes our response to your request.

If you are not satisfied with the service that you have received in response to your information request, it is open to you to make a complaint and request a formal review

of our decisions. If you choose to do this, you should write to [Joanne Appleby](#), Deputy Data Protection Officer for NHS Resolution, within 28 days of your receipt of this reply. Reviews of decisions made in relation to information requests are carried out by a person who was not involved in the original decision-making about the request.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a review of the decision. Generally, the Information Commissioner will not make a decision unless you have exhausted the local complaints procedure. The address of the Information Commissioner's Office is:

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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